

ShieldHOTELS

Position Title: Director of Food and Beverage

Reports To: General Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Directs and organizes the activities of the Food and Beverage Department to maintain high standards of food and beverage quality, service and merchandising to maximize profits.

Examples of Duties:

- Plan and direct the functions of administration and planning of the Food and Beverage Department to meet the daily needs of the operation.
- Clearly describe, assign and delegate responsibility and authority for the operation of the various food and beverage subdepartments, e.g. room service, restaurants, banquets, kitchens, steward, etc.
- Develop, implement and monitor schedules for the operation of all restaurants and bars to achieve a profitable result.
- Participate with the chef and restaurant managers in the creation of attractive and merchandising menus designed to attract a predetermined customer market.
- Implement effective control of food, beverage and labor costs among all sub-departments.
- Assist the area managers in establishing and achieving predetermined profit objectives and desire standards of quality food, service, cleanliness, merchandising and promotion.
- Regularly review and evaluate the degree of customer acceptance of the individual restaurants and banquet service, to recommend to management new operating and marketing policies whenever declining or constant sales imply

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dissatisfaction by the customers, a material change in the make-up or the customer market, or a change in the competitive environment.

- Develop (with the aid of subdepartment heads) operating tools necessary and incidental to modern management principles, e.g. budgeting, forecasting purchase specifications, recipes, portion specifications, menu abstracts, food production control, job descriptions, etc.
- Continuously evaluate the performance and encourage improvement of the personnel in the food and beverage department. Plan and administer a training and development program within the department which will provide well trained employees at all levels and permit advancement for those persons qualified and interested in career development.
- Participate in Manager on Duty coverage program requiring weekend stayover, constant monitoring throughout hotel and trouble shooting problems.
- Operate word processing program in computer.
- Perform any general cleaning tasks using standard hotel cleaning products to adhere to health standards.

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.

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Specific Job Knowledge, Skills, and Abilities:

- Considerable skill in complex mathematical calculations without error
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts.
- Ability to move throughout all food and beverage areas and hospitality suites and continuously perform essential job functions.
- Ability to read, listen and communicate effectively in English, both verbally and in writing.
- Ability to access and accurately input information using a moderately complex computer system.
- Hearing, smelling, tasting and visual ability to observe and distinguish product quality and detect signs of emergency situations.

Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.